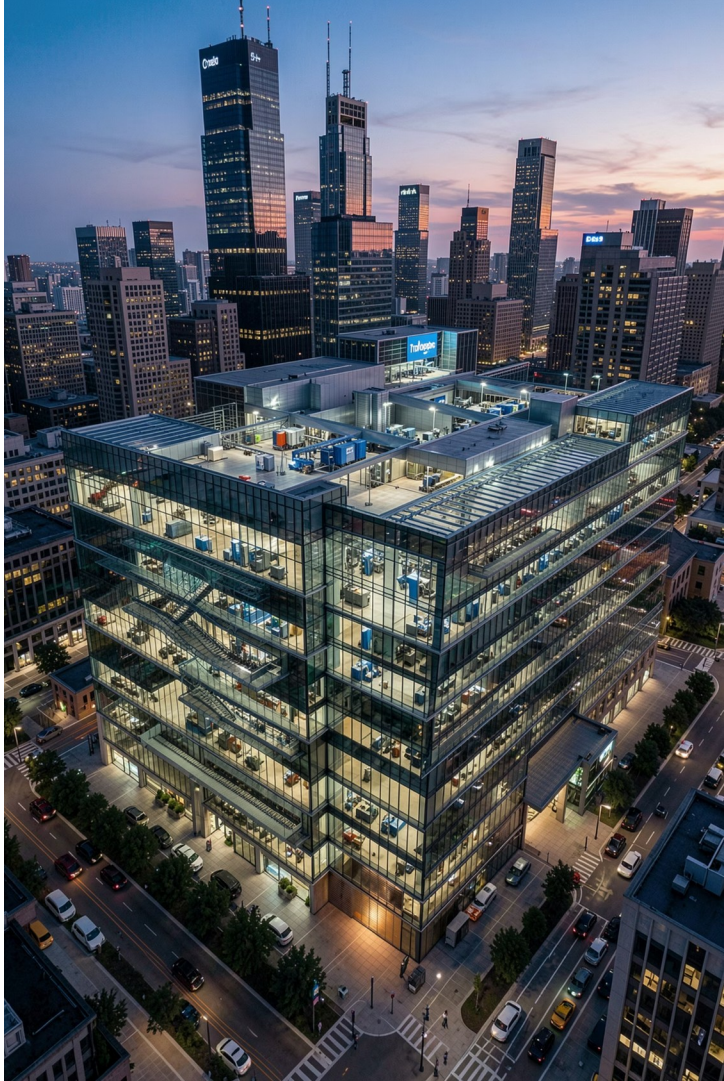
Global Business Services: The Engine Behind Modern Enterprise Operations

Leading enterprises are shifting from fragmented operations to integrated **Global Business Services (GBS)** models — centralizing functions, accelerating digital transformation, and driving scalable growth. **Inductusgcc** partners with organizations to build the operational backbone of tomorrow.

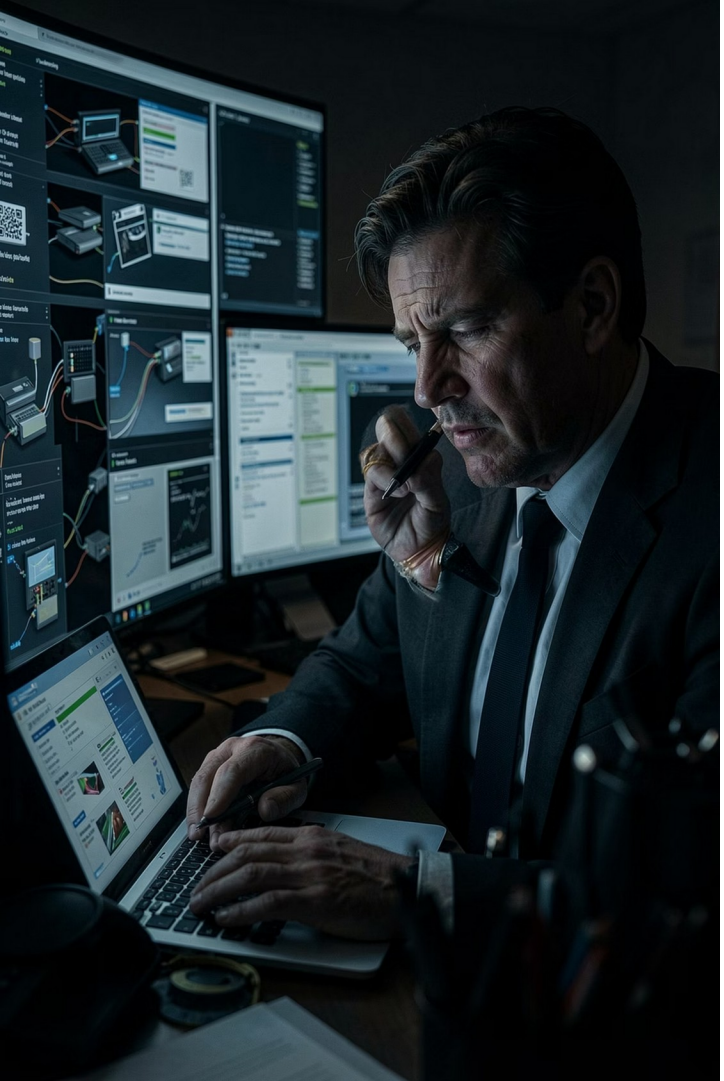


FOUNDATION

What Are Global Business Services?

Global Business Services (GBS) is an integrated delivery model that consolidates multiple business functions — finance, HR, IT, procurement, and customer operations — into a unified, centralized structure. Unlike traditional shared services, GBS combines **process standardization**, digital automation, and strategic governance to create a single operational engine for the entire enterprise.

GBS represents the evolution of shared services and Global Capability Centers (GCCs) into a fully integrated, value-creating operational model.



THE CHALLENGE

Why Enterprises Are Adopting Global Business Services

Fragmented operations create drag on growth. GBS directly addresses the most critical pain points facing multinational enterprises today.

Fragmented Workflows

Siloed teams and disconnected systems slow execution and increase error rates across the enterprise.

High Operational Costs

Duplicate processes and redundant headcount inflate cost structures without adding strategic value.

Lack of Standardization

Inconsistent processes across regions create compliance risk and hinder performance visibility

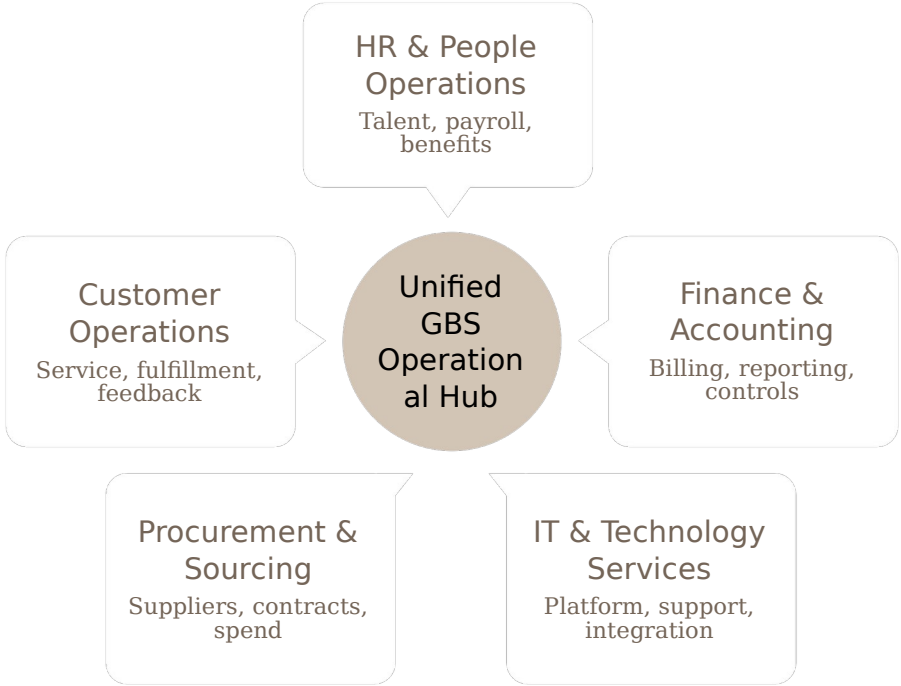
Slow Digital Transformation

Legacy infrastructure and decentralized decision-making delay adoption of automation and AI.

THE MODEL

How the Global Business Services Model Works

GBS centralizes enterprise-wide functions into a unified delivery structure — enabling standardized processes, shared technology, and consistent governance across all business units and geographies.



This centralized architecture eliminates duplication, accelerates process improvement, and creates a single source of truth for enterprise operations — the foundation of scalable **global business services**.

KEY BENEFITS

Key Benefits of Global Business Services

Operational Efficiency

Streamlined, standardized processes reduce cycle times and improve output quality enterprise-wide.

Cost Optimization

Centralized delivery and offshore models deliver 20–40% cost reduction versus in-house operations.

Better Governance

Unified controls, audit trails, and compliance frameworks reduce enterprise risk exposure.

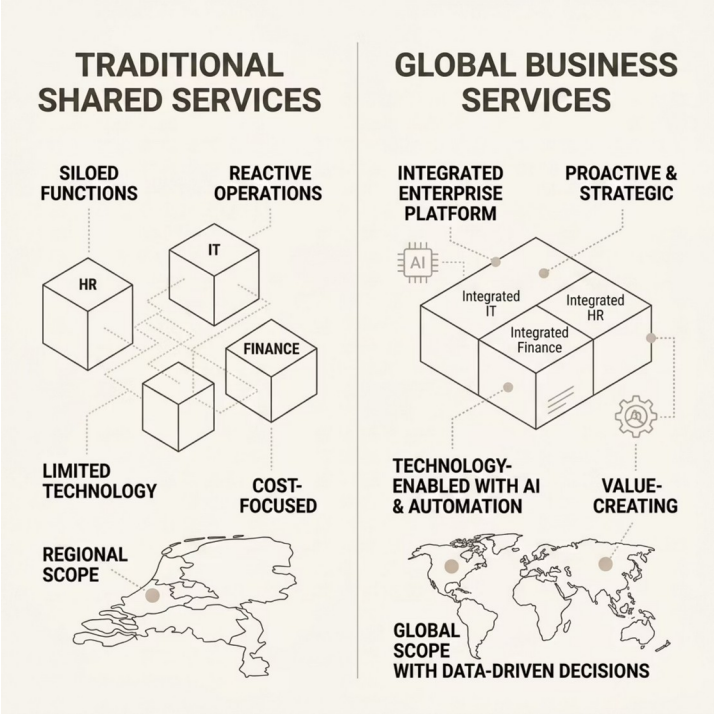
Scalability & Agility

Rapidly scale operations up or down to meet shifting business demands without structural friction.

COMPARISON

Global Business Services vs. Traditional Shared Services

Traditional shared services operate in functional silos with limited strategic scope. **GBS** transcends this by integrating technology, analytics, and governance into a single, enterprise-wide operational platform.
The result: a model that doesn't just reduce costs — it **creates strategic value** at scale.



GCC INTEGRATION

The Role of GCCs in Global Business Services

Global Capability Centers (GCCs) are the operational backbone of modern GBS models — delivering talent, technology, and scale from strategic locations like **GCC India**.

Automation & AI Operations

GCCs embed intelligent automation, RPA, and AI-driven analytics directly into business processes.

Digital Transformation Engine

Advanced technology teams within GCCs accelerate cloud migration, data modernization, and digital operations.

Scalable Talent at Scale

Access to deep specialized talent pools enables rapid scaling of centralized business functions globally.

OUR CAPABILITIES

How Inductus GCC Enables Global Business Services

Inductus and **Inductusgcc** deliver end-to-end GBS transformation — combining strategic consulting with hands-on execution to build future-ready enterprise operations.

GBS Setup & Transformation

Design and deploy integrated GBS models tailored to your enterprise strategy.

GCC Establishment

Full-spectrum GCC setup in India — from location strategy to talent acquisition.

Build-Operate-Transfer (BOT)

De-risked offshore delivery model with full operational handover capability.

Offshore Operational Management

End-to-end management of your global delivery operations at scale.

Transform Enterprise Operations with Global Business Services

Build integrated, scalable, and future-ready global operations with **Inductusgcc** — your trusted partner for **Global Business Services** transformation and enterprise operational excellence.

Visit Our Website

Explore our full GBS capabilities and transformation framework at **inductusgcc.com/global-business-services**

Request a Consultation

Speak directly with our GBS and GCC strategy experts to design your operational transformation roadmap.

Inductusgcc — Enabling world-class global business services for the enterprises of tomorrow.